

DOIT MASTER AGREEMENT NUMBER:

B-03-006

DOIT APPROVAL DATE:

10/1/2003

VENDOR NAME: **SBC SNET**FEIN: **06-054-26-46****SERVICE/PRODUCT NAME: Local Exchange Service: Centrex Service****Dedicated Central Office Switched Service (DCOSS), CentraLink 2100, CentraLink 3100, GEM Mail****SERVICE/PRODUCT DESCRIPTION:**Centrex Service

Centrex is an office telecommunications switching system for businesses that uses a separate dedicated line between each telephone at your premises and the switching equipment at the SBC SNET central office. Station lines may be either analog or digital (using ISDN technology).

The SBC SNET central office switching equipment provides all of the Centrex functionality, such as routing and connecting internal station to station calls, directing incoming phone calls to the appropriate station, handling direct dialing of outbound calls, and providing a wide variety of PBX-like service features. Unlike a PBX, however, Centrex provides full, unimpeded access to the public network to every station line. And, as an integral part of SBC SNET's network, Centrex service takes advantage of extensive central processor capability and distributed processor technology that minimizes down time and constant technological upgrades.

SBC SNET's Centrex offerings include Dedicated Central Office Switched Service (DCOSS), CentraLink 2100 and CentraLink 3100. As part of our Centrex Services, we also provide centralized voice mail under GEM Mail Service or SNET Voice Mail Service.

Standard Centrex Features:

- **Direct Inward Dialing and Direct Outward Dialing** allows you to route calls directly or through an attendant.
- **Hunting** automatically sends an incoming call from a busy line to the next designated line.
- **Station Line Identification** provides a detailed record of calls made by each CentraLink station - including start time, duration, and toll call numbers.
- **Call Forwarding-Variable** automatically forwards calls wherever you like, inside or outside your business.
- **Call Forwarding-Busy Line** automatically reroutes calls to a designated station or your voice mail if your line is busy.
- **Call Forwarding-Don't Answer** automatically reroutes calls to another phone if you haven't responded within a preset number of rings.
- **Consultation** allows you to place a caller on hold and call another party to confer on the matter at hand or gather additional information--privately without your original party hearing, and without the need for additional lines or sophisticated hardware.
- **Three-Way Calling** turns a two-way call into a mini-conference. You can add a third person to your call at any time.
- **Call Waiting**-Incoming lets you take a second call if you are already on the line.
- **Call Transfer** transfers calls, even cellular calls, to another line - either inside or outside your CentraLink system.
- **Automatic Callback** allows a station user to be called when a previously busy station becomes idle.
- **Line Restrictions** limits phone access on selected lines so that only authorized numbers or regions can be called.
- **Call Hold** lets you put a caller on hold for an unlimited period of time, even on a phone without a hold button. Unlike a hold button, this feature provides access to a dial tone while the call is being held.
- **Call Pickup** uses your telephone to answer any ringing phone in your designated group - no more running from desk to desk or room to room.

- **Distinctive Ringing** lets you know if a call originates inside your office. A single ring means intercom; a double ring means you could be speaking to a client.
- **Station-to-Station Dialing** allows you to intercom between stations by using abbreviated dialing.
- **Direct Inward Dial to Direct Outward Dial Transfer** allows you to transfer an incoming direct dialed call to another location, either within the CentralLink system or to an outside company, residence, car phone, etc.- instead of having the caller hang up and dial the new number.

Dedicated Central Office Switched Service (DCOSS)

DCOSS is a custom Centrex service that gives you a feature-rich, central office based business telecommunications system to accommodate large sites with up to tens of thousands of station lines. Station lines may be either analog or digital (using ISDN technology).

DCOSS offers a wide variety of system, station and attendant features so you can customize your service. As a customized service, any features and functions inherent in your serving central office is available for packaging into the DCOSS system. Station access to the public switched and long distance networks is provided by virtual trunking, similar to a PBX, sized according to your calling requirements and you are assured the proper capacity.

CentralLink 2100

CentralLink 2100 is a flat-rate, business exchange Centrex service that offers custom calling features for medium to large size businesses. Although primarily designed for customers with ten to twenty telephone stations, CentralLink 2100 is available in configurations of as little as two lines with no limit to its capacity. Station lines are analog or digital (using ISDN technology). Every line has non blocking access to the local, toll and long distance networks.

CentralLink 3100

CentralLink 3100 is a flat-rate, business exchange Centrex service that offers a full suite of custom calling features for today's medium to large businesses. Although primarily designed for the business customer with twenty to three hundred telephone lines, CentralLink 3100 is available with just ten station lines and grow to thousands. Station line access is provided by Network Access Paths that are sized according to your calling requirements. Station lines are analog or digital (using ISDN technology).

Voice Mail

GEM Mail

SBC SNET provides a customized arrangement for voice mail for use with Centrex services. Originally designed especially for State and municipalities, GEM (Government, Education and Municipal) Mail is Central Office based and is in use today. GEM mailboxes allow 45 second greetings, 3 minute messages and 30 messages per mailbox. GEM Mail is a type 3 mailbox and contains the features shown below under SNET Voice Mail.

SNET Voice Mail

SNET Voice Mail is the standard business and may be used in areas where GEM Mail is not toll free.

- Type 2 and Type 3 Mailboxes include the following features:
- Personal greeting
- Password protected mailbox access
- Message summary
- Message waiting indication
- Skip message
- Message playback
- Remote access
- Message envelope information
- Urgent message indication
- Mailbox extension

- Absence greetings
- telephone answering
- 45-second greeting
- 3-minute message
- storage for 35 messages
- new messages saved for 15 days
- archived messages saved for 15 days

In addition, a Type 3 mailbox includes the ability to send, reply, check receipt, edit, and forward messages to other users on the same system. In addition, messages may be marked for future delivery or as private, or request confirmation notice. Type 3 mailboxes also have access to group distribution lists and guest mailboxes. Gem Mail is Type 3.

Optional Features

- Pager Notification
Be notified when a new message is in your mailbox
- Extension Mailboxes
Provide individual secure mailboxes for up to four people from one mailbox
- Bridge Mailbox
Allows two separate and distinct telephone numbers to share a mailbox. Calls are forwarded from one number to the one with the mailbox. (Requires Call Forwarding on the number that forwards the call.)
- Reroute to Attendant
Allows callers who need assistance before, during, or after leaving a message, to talk to an attendant by pressing

SERVICE LEVELS:

Installation Intervals

Centrex

Less than 10 lines = 9 business days

10 or more lines = Individual Case Basis

Voice Mail

Less than 10 lines = 2 business days

10 or more lines = Individual Case Basis

Routine Repair Intervals

Centrex

Response time = Less than 1 hour

Repair Resolution time = 5 hours or less

Voice Mail

Response time = Less than 1 hour

Repair Resolution time = 4 hours or less

Repair Service Level Definitions:

Repair Response is the time elapsed between when SNET receives a report of a problem or otherwise becomes aware of a problem, and the time that SNET responds to the end user or other designated contact to verify the problem. It is calculated during a measurement period as an average time (expressed in hours and minutes of the Repair Response intervals) for all problems related to a particular network service for the State's entire network.

SERVICE AVAILABILITY/LIMITATIONS:

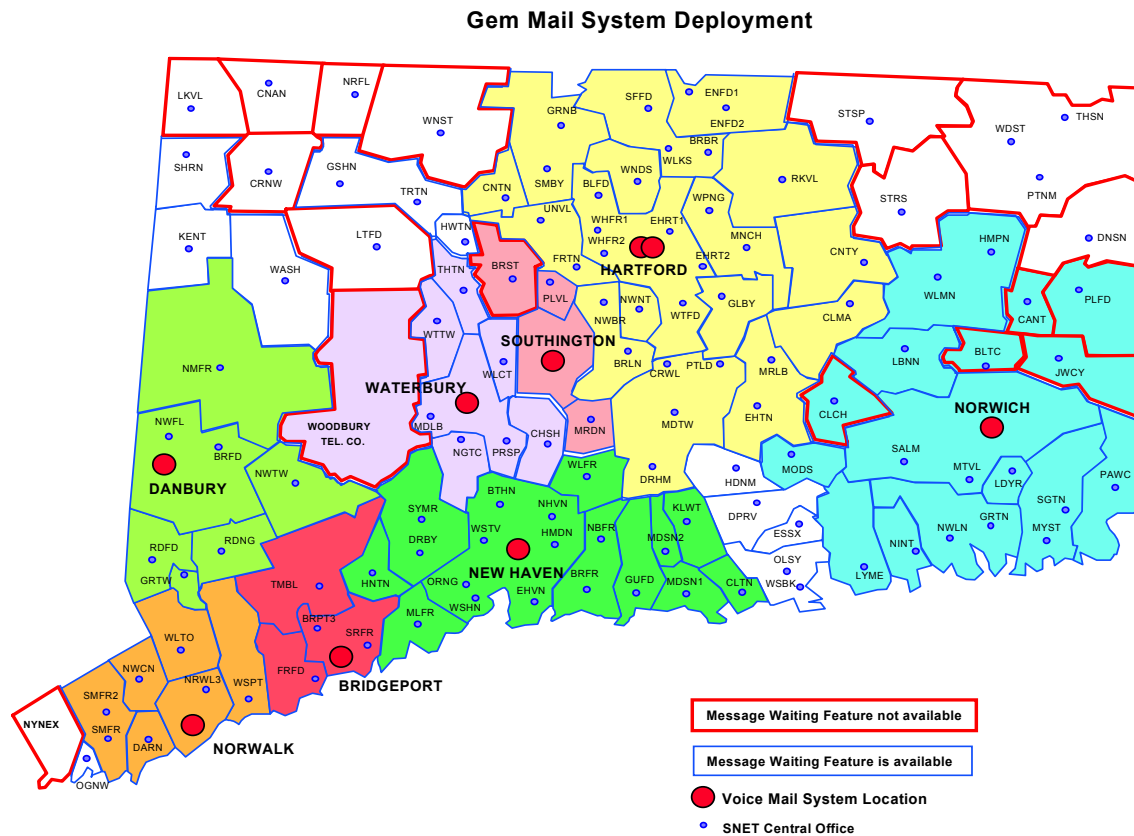
SERVICE AVAILABILITY

Centrex

See Service Availability spreadsheet

GEM Mail

Not all areas in Connecticut have toll free access to the GEM Mail hub. Currently, GEM deployment is as follows:



LIMITATIONS

DCOSS

1. Station prices listed under DCOSS are for Statewide DCOSS. This service specifies a minimum of 6000 lines including up to 500 ISDN stations.
2. The actual station line does not carry a rate. The main account is bulk billed under DG4,5,6 and DGD USOCs.
3. Statewide locations may be added with a minimum of 2 lines per location
4. DCOSS lines are used for voice, fax and modem lines. DCOSS cannot be used for Centrex or PBX trunks.

Service Disconnection / Reference of Calls

1. There is no charge for reference of calls for the disconnect of the main listed number. This applies to local exchange, DID, CentralLink and DCOSS accounts.
2. Under DCOSS, a customized spare number intercept is set up in the Central Office at no charge as the default for DCOSS stations not in use.
3. Reference of Calls on individual DID numbers is chargeable under a Special Network request. Under this arrangement, the standard interval for reference of calls is currently three months.

MINIMUM LEVELS

DCOSS

In the event that the line count falls below 6000 for two consecutive quarters, the State would continue to be billed at the 6000 line quantity until other arrangements are made.

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VENDOR NAME SBC SNET						VENDOR FEIN: 06-054-26-46			
SERVICE NAME: Local Exchange Service: Centrex Service - Dedicated Central Office Switched Service (DCOSS), CentraLink 2100, CentraLink 3100, GEM Mail									
A 2% credit will be issued monthly against the items ordered from this Product Schedule per the SBC SNET Master Agreement									
Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Initial Conversion: Non-Recurring Unit Cost*	Post-Conversion: Non-Recurring Unit Cost	Recurring Monthly Cost
Add	08/14/03	10/01/03	1	R3R	DCOSS Centrex Station Line	line	\$15.61	\$15.61	\$10.75
Add	08/14/03		2	VVMGX	DCOSS Voice Mail Box: GEM Mail	box	\$10.00	\$10.00	\$5.50
Add	08/14/03		3	R25	DCOSS Telephone Numbers (active or reserved-single TN)	TN	\$0.00	\$0.00	\$0.46
Add	08/14/03			DGD	DCOSS Telephone Numbers (active or reserved-bulked TNs)	acct	\$0.00	\$0.00	\$0.46
Add	08/14/03		4	TRXDD	DID DCOSS Trunking (10 stations:1 trunk): Incoming CentaLink 1100 Class 5	trunk	\$60.00	\$60.00	\$27.00
Add	08/14/03		5	ND8	C.O. Equip-1st DID trunk per Location	location	\$733.50	\$733.50	\$12.75
Add	08/14/03		6	ND9	C.O. Equip Additonal DID trunk per Location	trunk	\$56.79	\$56.79	\$12.75
Add	08/14/03		7	TRXOD	DOD DCOSS Trunking (10 stations:1 trunk) Outgoing CentraLink 1100 Class 5	trunk	\$60.00	\$60.00	\$27.00
Add	08/14/03		8	9ZR	DCOSS -Federal Subscriber Line Charge	trunk	\$0.00	\$0.00	\$6.88
Add	08/14/03		9	R3R	CentraLink 2100 Station Line: Exchange Class 1	line	\$60.00	\$60.00	\$20.00
Add	08/14/03		10	R3R	CentraLink 2100 Station Line: Exchange Class 2	line	\$60.00	\$60.00	\$21.00
Add	08/14/03		11	R3R	CentraLink 2100 Station Line: Exchange Class 3	line	\$60.00	\$60.00	\$23.00
Add	08/14/03		12	R3R	CentraLink 2100 Station Line: Exchange Class 4	line	\$60.00	\$60.00	\$25.00
Add	08/14/03		13	R3R	CentraLink 2100 Station Line: Exchange Class 5	line	\$60.00	\$60.00	\$27.00
Add	08/14/03		14	4CJ	CentraLink 2100 Common Equip Rate per system	btn	\$0.00	\$0.00	\$40.00
Add	08/14/03		15	9ZR	CentaLink 2100 Federal Access Line Charge	line	\$0.00	\$0.00	\$6.88
Add	08/14/03		16	R48	CentraLink 2100 Bridged Station Line	line	\$65.00	\$65.00	\$25.25
Add	08/14/03		17	R25	CentraLink 2100 Number Reservation per number	TN	\$0.00	\$0.00	\$1.00
Add	08/14/03		18	SG9XX	Feature Change charge per service order	order	\$33.00	\$33.00	\$0.00
Add	08/14/03		19	EXM	CentraLink 3100 Station Line	line	\$15.00	\$15.00	\$6.50
Add	08/14/03		20	EX3	CentraLink 3100 Bridged Station Line	line	\$15.00	\$15.00	\$4.00
Add	08/14/03	21	EH5	CentraLink 3100 Hot Line	line	\$15.00	\$15.00	\$4.00	

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Add	08/14/03	10/01/03	22	LOP	CentralLink 3100 Local Loop	line	\$0.00	\$0.00	\$6.00
Add	08/14/03	10/01/03	23	TRXCD	CentralLink 3100 Network Access Path (NAP) Exchange Class 1	line	\$60.00	\$60.00	\$20.00
Add	08/14/03	10/01/03	24	TRXCD	CentralLink 3100 (NAP) Exchange Class 2	line	\$60.00	\$60.00	\$21.00
Add	08/14/03	10/01/03	25	TRXCD	CentralLink 3100 (NAP) Exchange Class 3	line	\$60.00	\$60.00	\$23.00
Add	08/14/03	10/01/03	26	TRXCD	CentralLink 3100 (NAP) Exchange Class 4	line	\$60.00	\$60.00	\$25.00
Add	08/14/03	10/01/03	27	TRXCD	CentralLink 3100 (NAP) Exchange Class 5	line	\$60.00	\$60.00	\$27.00
Add	08/14/03	10/01/03	28	9ZR	CentralLink 3100 Federal Access Line charge (per NAP)	line	\$0.00	\$0.00	\$6.88
Add	08/14/03	10/01/03	29	EAC	CentralLink 3100 Abbreviated Dialing per code	code	\$0.00	\$0.00	\$9.47
Add	08/14/03	10/01/03	30	WZZSR	CentralLink 3100 Assume Dial 9	btn	\$350.00	\$350.00	\$3.50
Add	08/14/03	10/01/03	31	ATDPS	CentralLink 3100 Attendant Feature per system	btn	\$500.00	\$500.00	\$90.00
Add	08/14/03	10/01/03	32	AEG	CentralLink 3100 ARS basic per pattern	btn	\$500.00	\$500.00	\$50.00
Add	08/14/03	10/01/03	33	AQVPZ	CentralLink 3100 ARS delux per pattern	btn	\$950.00	\$950.00	\$95.00
Add	08/14/03	10/01/03	34	WZZSJ	CentralLink 3100 Call Forward all calls additional path (max 5)	path>1	\$33.00	\$33.00	\$3.50
Add	08/14/03	10/01/03	35	EAY	CentralLink 3100 Call Forward over private facilities per system	btn	\$38.80	\$38.80	\$94.65
Add	08/14/03	10/01/03	36	EAP	CentralLink 3100 Call Forward over private facilities per line	line	\$1.33	\$1.33	\$4.26
Add	08/14/03	10/01/03	37	XCBEM	CentralLink 3100 CentralLink Multiple Bill Arrangement	bill	\$50.00	\$50.00	\$10.00
Add	08/14/03	10/01/03	38	ST1	CentralLink 3100 Dial Transfer Tandem Tie Lines	feature	\$189.29	\$189.29	\$0.00
Add	08/14/03	10/01/03	39	WZZPQ	CentralLink 3100 Fixed TN forwarding per path (max 5)	path	\$33.00	\$33.00	\$5.60
Add	08/14/03	10/01/03	40	CFX	CentralLink 3100 FX Transfer per group	group	\$141.97	\$141.97	\$7.10
Add	08/14/03	10/01/03	41	YYO	CentralLink 3100 800 Transfer per line	line	\$23.66	\$23.66	\$4.73
Add	08/14/03	10/01/03	42	WZZAB	CentralLink 3100 Line Class Code per dialing pattern	pattern	\$33.00	\$33.00	\$10.00

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Add	08/14/03	10/01/03	43	R25	CentraLink 3100 Number Reservation per number	tn	\$0.00	\$0.00	\$1.00
Add	08/14/03				CentraLink 3100 Permanent Call Forward per path (max 5)	path	\$33.00	\$33.00	\$10.00
Add	08/14/03		44	WZZHT	CentraLink 3100 Six Way Conference Access	btn	\$326.53	\$326.53	\$94.65
Add	08/14/03		45	LER	CentraLink 3100 Speed Call 30 Number List controller	btn	\$5.00	\$5.00	\$2.00
Add	08/14/03		46	E3D	CentraLink 3100 Speed Call 50 Number List controller	btn	\$5.00	\$5.00	\$4.00
Add	08/14/03		47	E58	CentraLink 3100 Speed Call 70 Number List controller	btn	\$5.00	\$5.00	\$6.00
Add	08/14/03		48	E78	CentraLink 3100 Speed Call 2 digit list	btn	\$5.00	\$5.00	\$2.00
Add	08/14/03		49	EJJ	CentraLink 3100 Special Recorded announcement	annc	\$45.90	\$45.90	\$66.26
Add	08/14/03		50	UCA	CentraLink 3100 Station Message Detail on Private Facilities	btn	\$2,129.51	\$2,129.51	\$75.72
Add	08/14/03		51	CMM	CentraLink 3100 Integrated voice mail access link	link	\$300.00	\$300.00	\$30.00
Add	08/14/03		52	E52	CentraLink 3100 e-mail access link	link	\$300.00	\$300.00	\$30.00
Add	08/14/03		53	E53	CentraLink 3100 Modem pooling access link	link	\$300.00	\$300.00	\$30.00
Add	08/14/03		54	E55	CentraLink 3100 Attendant console loop access link	link	\$300.00	\$300.00	\$30.00
Add	08/14/03		55	EDA	CentraLink 3100 Tie line terminals (tandem)	C.O.	\$42.59	\$42.59	\$34.78
Add	08/14/03		56	TGA	CentraLink 3100 Tie line terminals (non-tandem)	C.O.	\$42.59	\$42.59	\$34.31
Add	08/14/03		57	RXN	CentraLink 3100 Uniform Call Distribution (UCD) Per line equipped	line	\$0.00	\$0.00	\$1.00
Add	08/14/03		58	ABCUC	CentraLink 3100 Per queue slot	queue	\$15.00	\$15.00	\$10.00
Add	08/14/03		59	UQSPQ	CentraLink 3100 Delay announcement (each)	annc	\$25.00	\$25.00	\$25.00
Add	08/14/03		60	UDN	SNET GEM Mail box (special for State + Muni)	box	\$10.00	\$10.00	\$5.50
Add	08/14/03		61	VVMGX	SNET Voice Mail-Type 2 call answering only (Centrex/ CentraLink)	box	\$10.00	\$10.00	\$11.00

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Add	08/14/03	10/01/03	63	VJBD6	SNET Voice Mail-Type 3 call answering plus VM send, reply, edit (Centrex/CentraLink)	box	\$10.00	\$10.00	\$15.00
Add	08/14/03	10/01/03	64	VJBDH	SNET Voice Mail Bridged Mailbox	box	\$10.00	\$10.00	\$3.00
Add	08/14/03	10/01/03	65	ORV	SNET Voice Mail "0" Escape to Attendant Option	box	\$10.00	\$10.00	\$2.50
Add	08/14/03	10/01/03	66	VMPBX	SNET Voice Mail Outcall to Pager Option	box	\$10.00	\$10.00	\$3.00
					* NRC applies to new SNET services only				